Position Description

Job Title:	**Systems Analyst II**

Department: **Information Technology**

Pay Grade: **111**

FLSA Status: **Exempt**

JOB SUMMARY

Under general direction of the IT Director, performs a variety of complex systems analysis in the design, implementation and maintenance of information systems and supporting computer hardware and software applications; troubleshoots, analyzes and resolves systems and applications hardware and software problems; and provides technical support and assistance to city information users.

ESSENTIAL JOB FUNCTIONS:

- Performs a variety of complex systems analysis in the design, implementation and maintenance of information systems and supporting computer hardware and software applications; programs new applications or enhances existing programs.
- Provides various applications development support in response to staff needs including software installation, set-up and configuration, and troubleshooting user problems; maintains existing computer applications by modifying programs or implementing new programs; tests modified program for possible errors and resolves as needed.
- Installs, integrates programs, administers and maintains a variety of computer operating systems; conducts system performance analysis and tuning; installs and maintains system software, files and structures.
- Establishes and maintains security guidelines for terminal access, password expiration and protection of the city's computer resources; adds or deletes user access as required.
- Develops relational database and spatial data interfaces for staff requirements; provides quality assurance services for relational database applications.
- Analyzes computer management information systems to determine needed modifications or new development needs; designs, develops and implements systems.
- Maintains and provides support to existing systems; provides technical answers to client requests for information on system use; responds to trouble calls and requests for major or minor systems modifications; tests, debugs and installs programs.
- Provides assistance in the design and development of new systems; from client requirements, determines method of integrating new programming code into existing programs to meet user needs.

- Performs system maintenance activities on various files; monitors system disks for space; maintains system security; resets user passwords; grants or revokes system access.
- Plans, develops and analyzes additions, changes and enhancements to system software; determines impact of existing systems, and local/wide area networks.
- Performs technical duties in support of the City's database systems; develops documents and maintains the City's database systems; maintains database security and user access; researches and analyzes new systems and database developments.
- Responds to requests from users regarding system operations or hardware and software problems; provides solutions to operational problems or refers users to appropriate staff member.
- Investigates, analyzes and resolves network-related problems; resolves compatibility issues; recommends and implements changes and improvements.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
- Operates a variety of equipment including printers, tape units and communication equipment.
- Performs other related duties as required or assigned.

MINIMUM REQUIREMENTS TO PERFORM WORK
- Bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field.
- Four years of increasingly responsible experience with computer programming, systems analysis and design work with project management or leadership responsibilities highly desirable.
- Or equivalent education, and/or experience.
- Microsoft Certified Professional or Microsoft Certified Database Administrator preferred.
- Possession of a valid Georgia Class C driver's license.

KNOWLEDGE, SKILLS AND ABILITIES
- Knowledge of operations, services and activities of information systems programs.
- Knowledge of a variety of application programming languages.
- Knowledge of personal computer hardware and software components.
- Knowledge of principles and practices of computer science and information systems.
- Knowledge of principles and concepts of network technology.
- Knowledge of principles and practices of database maintenance and administration.
- Knowledge of principles and practices of system testing, analysis and security administration.
- Knowledge of relational database design and methodology.
- Knowledge of operational characteristics of a variety of computer systems, networks and associated hardware, software and related components.
- Knowledge of methods and techniques used in the installation, troubleshooting and maintenance of application hardware and software.
- Knowledge of methods and techniques of evaluating client information and technology requirements.
- Knowledge of methods and techniques of using application design and development tools.
- Knowledge of database principles and concepts.
- Knowledge of principles and practices of customer service.
- Knowledge of pertinent federal, state and local laws, codes and regulations.
- Knowledge of proficiency with personal computers and Microsoft Office.

- Excellent written and oral speaking skills.
- Ability to provide support in the implementation and maintenance of various applications.
- Ability to perform complex system analysis, design and development duties.
- Ability to respond to and identify user needs and determine resolutions.
- Ability to detect, isolate and resolve application hardware and software problems.
- Ability to apply a wide variety of applications programming languages.
- Ability to install, test and configure hardware and software applications and programs.
- Ability to design, configure and test system hardware and software applications and programs.
- Ability to troubleshoot complex hardware and software applications and programs.
- Ability to evaluate, test, implement and support new operating systems.
- Ability to read, interpret and apply complex technical publications, manuals and related documents.
- Ability to instruct users in the use of city computer systems.
- Ability to operate a variety of computer systems and equipment.
- Ability to interpret and apply federal, state and local policies, laws and regulations.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms.
- The employee is occasionally required to walk.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee sits in an office or computer room.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee regularly works in a normal office environment.
- The employee may perform some duties outdoors while conducting official business which will require limited local travel.
- Employee may be required to attend some evening and weekend meetings, and may be required to assist in special events.